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TRICARE EUROPE BENEFICIARY DATA IS SECURE

TRICARE Europe beneficiary information maintained in the European theater is both safe and secure. While some beneficiaries in Europe expressed concern about their data privacy following the recent theft of computer equipment from TriWest, the managed care support contractor for TRICARE Central Region in the continental U.S., TRICARE Europe officials stress that TRICARE data stored at military installations in Europe is vigorously protected.

“We want our beneficiaries to know that TRICARE Europe beneficiary information is maintained on secured bases and posts, within very secure buildings,” said Capt. Derek Eckley, TRICARE Europe Chief Information Officer, “It is a very safe environment, and we work hard to keep it that way.”

TRICARE Europe Beneficiary information is maintained on a number of secured servers located on military installations around Europe – this information is not stored at TRICARE Service Centers. Military officials on many levels also monitor the security of information systems to ensure that information remains secure, Eckley said.

“If we find a problem, we take necessary immediate steps to enhance the physical security of computer systems and data files,” he said.

NOTE: All questions regarding the recent TriWest computer theft should be addressed to TriWest officials. Beneficiaries may send an email to computertheft@triwest.com to automatically receive

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information regarding the TriWest theft. The email also specifies measures to consider taking to protect against the possible compromise of their personal information. Beneficiaries who have questions after reviewing the email package or who do not have email access can speak with a TriWest customer-service specialist by calling 1-888-339-9378.

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